

ID: 9

Exception: The Provisioning Coordination Process is documented in Methods and Procedures which are not consistently followed.

Domain: POP

Owner: Carrie Thielemann

Date Uncovered: 10/16/98

Description: During the case study period from August 27, 1998 to September 29, 1998, the procedures defined in the RCCC Methods and Procedures documentation were not consistently or reliably practiced for the samples selected. KPMG found that the coordinators logged and contacted the CLECs before the due date in only 7 of the 25 selected completed orders. (32 orders were sampled, 7 of them were not completed during the sampling period.) In more than half of the selected orders, the RCCC Coordinators failed to log and call the CLECs one-hour prior to FDT and post-cutover. The coordinators did not consistently log the activities and times associated with the key events in a hot-cut.

Documentation reviewed:

- RCCC Two Wire Analog Loop and Interim Number Portability, RCCC North, 8/15/98
- RCO-98-0016, ADSL, HDSL - Digital Unbundled Loops
- RCO-98-0022, RCCC Coordinator's Guide, Expanded Extended Loop
- RCO-98-0027, RCCC Coordinator's Guide, DS1 Unbundled Loop Service
- RCO-98-0028, RCCC Coordinator's Guide, Unbundled Basic Rate ISDN Loop Service
- RCO-98-0039, RCCC Unbundled DS3 Transport, North
- RCO-98-0040, RCO Unbundled DS1 Transport, North

Impact Assessment: Quality of service is compromised when documented procedures are not followed. The coordination process was developed to ensure that customers do not lose service in the conversion from Bell Atlantic to the CLEC. When the coordinators do not follow the process including timely notification and contact with the CLEC, confusion, delays, or disconnects in error can result.

For example, when the RCCC fails to contact a CLEC for a hot-cut order before the due date, the CLEC may not have a confirmed notification of the provisioning schedule. Consequently, the CLEC can not pass along order status to its customers, giving the impression of poor quality service by the CLEC. In addition, the CLEC has no opportunity to review order details, such as the cable and pair numbers, loop signaling, etc., with the Coordinator to ensure accuracy. This may result in errors during the hot-cut.

Status: Open

Date Opened: 12/4/98